

**Log-In to VESTA:**

- Within Log-In screen, enter **Username** and **Password**.
- Click **OK** button.

**Log-Off of VESTA:**

- From VESTA screen, click once on **File** menu.
- Choose **Log-Off**.

**Shutting Down VESTA:**


- From Log-In screen, click **Cancel**.



**Call Conferences & Transfers**

**9-1-1 Lines**


**Admin Lines**



**... Using Direct Number Buttons**  
(Fire, EMS, Police, etc.)

- Advise caller to **"Stay on the line to be ..."**,
- Click once on direct number button .
  - When third party answers, all three lines are connected.
  - Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).


- Advise caller to **"Stay on the line to be ..."**,
- Click once on direct number button .
  - When third party answers, click  to connect all three parties.
  - Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).



**... Using Simple List Buttons**  
(PSAP Directory, etc)

- Advise caller to **"Stay on the line to be ..."**,
- Click once on simple list button , select town/agency name and double-click name OR click **Dial**.
  - When third party answers, all three lines are connected.
  - Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).


- Advise caller to **"Stay on the line to be ..."**,
- Click once on simple list button , select town/agency name and double-click name OR click **Dial**.
  - When third party answers, click  to connect all three parties.
  - Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).



**... Using Tabbed List Buttons**  
(Speed Dial, etc)

- Advise caller to **"Stay on the line to be ..."**
- Click once on tabbed list button , select named tab, select agency name and double-click name OR click **Dial**.
  - When third party answers, all three lines are connected.
  - Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).



- Advise caller to **"Stay on the line to be ..."**,
- Click once on tabbed list button , select named tab, select agency name and double-click name OR click **Dial**.
  - When third party answers, click  to connect all three parties.
  - Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).

**... Using Manual Dial Numbers**

- Advise caller to **"Stay on the line to be ..."**,
- Click once on  button, dial number in Dial Box (11 digits) [**1-area code-seven digit number**].
  - When third party answers, all three lines are connected.
  - Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).


- Advise caller to **"Stay on the line to be ..."**,
- Click once on  button, dial number in Dial Box (12 digits) [**9-1-area code-seven digit number**].
  - When third party answers, click  to connect all three parties.
  - Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).

**... Using Internal Transfer**  
(Transfer calls between workstations)

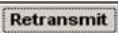

- Advise caller to **"Stay on the line to be ..."**,
- Click once on  button, to contact another agent. The caller is on hold.
  - Click once on  button to connect all three parties.
  - Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).

Same process for 9-1-1 & Admin lines

### Silent Call Processing

- Advise the caller to **"Stay on the line while I check for TTY. Do not hang up."**
- Click  button on VESTA Toolbar to launch.
- Click **TTY Disable** button to activate the window.  
*Button changes to status of **TTY Active**.*
- TTY greeting will be sent out automatically.
- If no response received to first message, send greeting again.
- If still no response, click **TTY Active** button to deactivate window. *Button changes to **TTY Disable**.*
- Verbally advise caller:
  - "If you need POLICE, press 1"**
  - "If you need FIRE, press 2"**
  - "If you need AMBULANCE, press 3"**
- Listen for the response and **monitor TTY window for digits being sent by caller.**
- If caller responds, continue to ask questions in a YES/NO format, telling the caller to each time to:
  - "Press 4 for YES"**
  - "Press 5 for NO"**
- If still no response from the caller, initiate response of emergency services and remain on the line per local procedures.

### ALI Requests/Wireless ALI Re-bids

- If **"No ALI Received Yet"** appears on ALI screen, use  button to request new ALI.
- If **re-bidding a wireless caller's location**, use  button to request new ALI.

### Incoming TTY Calls

**Incoming TTY calls can be "Silent" or "Tweedle" calls.**

- All Silent Calls **MUST BE checked for TTY**, following steps 1 thru 6 of the Silent Call Process.
- "Tweedle Calls" are initiated by caller pressing the space bar on a TTY device rapidly. This action produces a tweedle tone which is sent over the line, signaling the TTY window to automatically launch and activate. The greeting message is automatically sent.
- Telecommunicators should prepare themselves to respond to the caller's message when they appear.

### Outgoing TTY Calls

To place an outgoing TTY call:

- Enter phone number (using 12 digits, including a "9") into the Dial Box. Click **Dial** button.
- Click TTY button on VESTA Toolbar and listen for party to answer.
- Click **TTY Disable** button to activate the window.  
*Button changes to **TTY Active**.*
- Type message to TTY caller in TTY window.

### Disability Indicators

<b>LSS</b>	Life Support System (equipment to sustain life)
<b>B</b>	Blind
<b>MI</b>	Mobility Impaired (bedridden, use a wheelchair)
<b>DHH</b>	Deaf & Hard of Hearing
<b>CI</b>	Cognitive Impairment (Alzheimer's, Dementia, mental impairments, etc)
<b>SI</b>	Speech Impairment
<b>TTY</b>	Teletypewriter Device (for telephone service)

### Volume/Audio Adjustments

All audio adjustments, including both receiver and microphone volume settings, as well as ringer volumes, can be made within the **Master Volume** window.



### Class of Telephone Service

<b>RESD</b>	Residential telephone service
<b>BUSN</b>	Business telephone service
<b>PBXr</b>	Residential location with a Private Branch Exchange (PBX). (A PBX location has an operator or switchboard to connect calls.)
<b>PBXb</b>	Business location with a Private Branch Exchange (PBX).
<b>CNTX</b>	Sophisticated Centrex (PBX) without an operator, typically using "9" to access an outside line
<b>\$1WY</b>	Pay phone that <u>cannot be</u> called back
<b>\$2WY</b>	Pay phone that <u>can be</u> called back
<b>PAY\$</b>	Coin phone (either 1 way or 2 way)
<b>COIN</b>	Coin phone (either 1 way or 2 way)
<b>RESX</b>	Residential location that has an extension at another address in same community
<b>BUSX</b>	Business location that has an extension at another address in same community
<b>VOIP</b>	Voice Over Internet Protocol telephone service
<b>FX</b>	Provides local telephone service from a telephone office outside of exchange area
<b>WPH1</b>	Wireless telephone service with Phase 1 service (cell site location only)
<b>WPH2</b>	Wireless telephone service with Phase 2 service (caller location in latitude and longitude)
<b>WRLS</b>	Wireless telephone service
<b>MOBL</b>	Mobile or cellular telephone service

### Listening to Recordings

**Instant Recall Recorder** can be used to access and playback recordings.

- Double click to begin playing
- Adjust playback location (handset, speaker or caller) within **Master Volume**, under Playback.

